

APPENDIX 3

TROUBLESHOOTING GUIDELINES

TROUBLESHOOTING

The error messages in the following pages are those that the user may encounter after successful connection to MULTSESS. Usually, the errors can be corrected by the user.

There may be times when an error is not one that the user can correct. Such errors are:

- Inconsistent terminal type for reconnect processing - Restart
- Input endpoints not defined
- Input message ignored
- User ID suspended
- User ID revoked
- ACF2 Security Violation

In these cases, the user must call the Regional Financial Center.

In this appendix, only errors that can be corrected by the user will be explained, and the steps in correcting the errors will be given.

IN RESPONSE MODE - While the system was still processing a transaction or inquiry, a key was pressed in error. To get out of response mode, press the **Alt** and the **F2** keys together. You will be brought to the previous screen that you were in; however, you must exit the system then log on again.

SIGN COMMAND REQUIRED (Response Mode) - If you just got out of **response mode** and you've been brought back to your previous screen, you must exit the system, then log on. Otherwise, if you continue where you left off, you will get the **sign command required** message. To clear this error, press the **Pause/Break** or **Esc** key then type **/for signon** at the blank screen and sign off.

SIGN COMMAND REQUIRED (Timed out) or IDLE PASSWORD REVERIFICATION REQUIRED - You've been timed out and you need to sign back on. Press the **Esc** key or the **Scroll Lock** key to clear the screen and type **/for signon**.

LOST CARRIER: DETECT - If this message appears on the far right in the status line at the bottom of the screen, the modem has lost its connection. Dial back in and log on again.

In cases when the **keyboard seems inoperative**, press the **Tab** key because the cursor might just be in the wrong area. Pressing the **Tab** key will bring the cursor to the beginning of the next field. To move back to the previous field, press the **Shift** and **Tab** keys together.

If all **keys are inoperative**, including the **Tab** key, press the **Esc** key. At the blank screen, type **/for signon**, then re-access the system.